**SCO Migration Usability Testing**

Participant 2

10/17, 3:30PM

Ken. 3.5 yrs, ASU. 6230

TOP OBSERVATIONS

1. Able to find SCO Handbook easily via sidebar promo
2. Uses jump links to navigation School Resources page
3. Found STEM info on easily when “Learn about GI Bill and related programs” accordion *was* open.
4. (After seeing contents) states “Learn about GI Bill and related programs” would have updates on Colmery, STEM, GI Bill, FAQ section.
5. Expects info about housing updates would be in Announcements.
6. Finds Resources for Students section easily
7. Appreciates “Connect with Us” section – especially helpful for students when they get frustrated
8. Relies on monthly Email from ELRs to highlight what he should be paying attention to
9. Feels the page has a “good flow”
10. Had trouble finding the Webinar link in the Upcoming events section

**GENERAL**

10 people work in his office.

Find the page… how are they finding it… ***this task sucks.***

Gravitates toward the Education “block” on the homepage. “it’s the main one my students use.”

Suggests label update: School Certifying Officials / School Certifying staff

Scenario 1 – SCO Handbook

* It’s pretty easy to find (sees sidebar promo, Key Resources)

Scenario 2 – Required Training

* On this page / jump link. Follows to training.
* That was very easy to find.
* Would get back to page we were on via… For School Administrators / (takes a while for him to get back to SCO page)

Scenario 3 – Webinar

* Upcoming Events Jump link…
* Thinks it’ll be in “Upcoming events” but doesn’t see it in the listing… still working through that. Doesn’t see it in the listing.

Scenario 4 – STEM Content

* Finds it easily… although the “Learn about GI Bill programs and related programs” accordion *was* open when he scrolled down the page.
* Expects any updates on Colmery, STEM, GI Bill, FAQ section.

Scenario 5 – Housing Calculation changes

* Expects info about housing updates would be in Announcements

Scenario 6 – Beyond Certification: Additional help with expenses

* Goes to Resources for Students… “that was very easy.”

Lettering seems so small. Would be helpful to see it larger.

Flows well, has a good flow.

Like the phone numbers… If a student gets frustrated, has someone to call.

Pretty easy to get to (resources). Format is fine.

Q: In your work as a SCO, have you come across or do you use the term “Informational Letters” (Letter from the Director of Educational Service at VA)

Get monthly update from ELR with highlights on what they should be paying attention.

When he needs info students, goes to VA.gov. If he needs info for SCO’s goes to benefits.va.gov and then to school administrators.

Notes: